

# How we apply user research to improve Campus for QRCs

Silvia Casadey | Product owner

Sarah Monson | User experience (UX) researcher

Sawad Brooks | Product designer

# Who We Are

**Product Owners:** responsible for advocating for and leading the implementation of user-focused enhancements to the product. Translates user needs into actionable changes for the development team.

- Silvia Casadey ([silvia.casadey@state.mn.us](mailto:silvia.casadey@state.mn.us))
- Mike Solheid ([michael.solheid@state.mn.us](mailto:michael.solheid@state.mn.us))

**User Experience Researcher:** builds relationships with users, stakeholders, and customers. Collects and translates needs and pain points into relatable and actionable feedback for the product owners to prioritize.

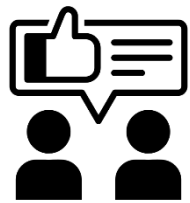
- Sarah Monson ([sarah.monson@state.mn.us](mailto:sarah.monson@state.mn.us))

**Product Designer:** addresses the interface that facilitates user interactions with the technology. Incorporates user needs and wants into focused enhancements of the system, making it more cohesive and easier to understand and navigate.

- Sawad Brooks ([sawad.brooks@state.mn.us](mailto:sawad.brooks@state.mn.us))

# What is user experience research?

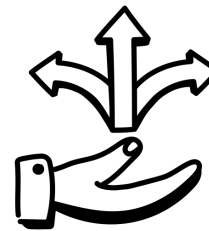
**User experience research** is a process for understanding the needs, behaviors, and pain points of people who interact with a product or service.



Gather  
feedback



Identify  
usability issues

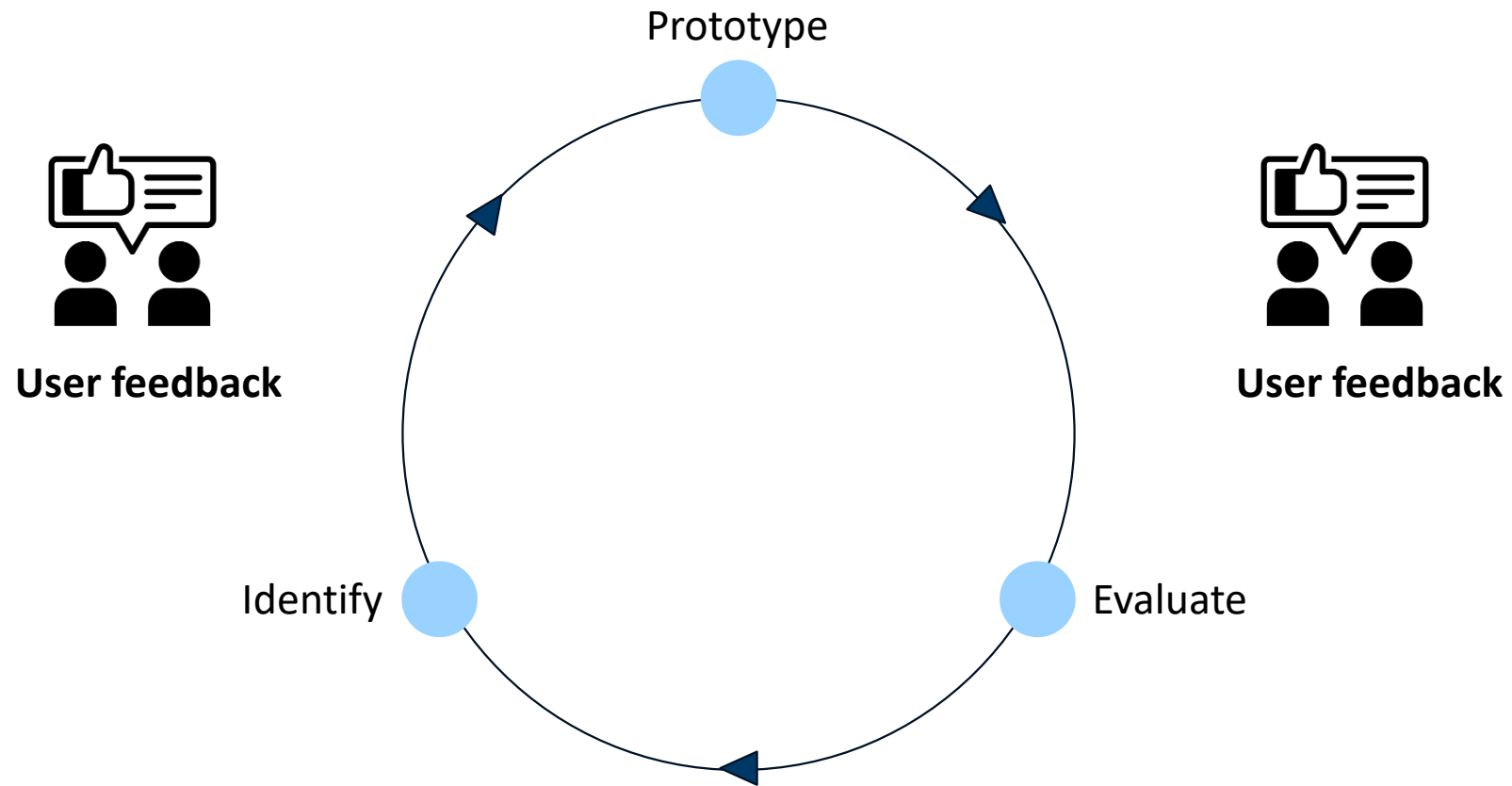


Share insights



Enhance user  
experience

# How We Incorporate User Feedback



A high-angle photograph of a person walking away from the camera on a dirt path. The person is wearing dark clothing and carrying a red bag. To the right of the path is a paved walkway with a metal bench and a young tree. The scene is outdoors with green grass and a building in the background.

User experience

Design

What we want to avoid

# QRC-Focused Campus Enhancements

# Sorting Open Rehab Cases



**What we heard:** It's challenging to find my open rehab cases quickly



**What we did:** Sorted open cases at the top of My Rehab Cases


*Before*

My Queues							
My Claims	My Disputes	My Forms	My Rehab Cases	My WCCA Cases			
Rehab Transaction ID	Employee	Associated Claim ID	Insurer	QRC	Initial Rehab Consultation Date	Date of Injury	Status
<a href="#">RT-02-6245-865</a>				Loki Tester	7/14/2022		Closed
<a href="#">RT-02-6260-341</a>	AADALEN, SCOTT	<a href="#">CL-02-6257-736</a>		Loki Tester	3/29/2023	1/10/2023	Closed
<a href="#">RT-02-6273-134</a>	Aaker, Todd	<a href="#">CL-02-6267-147</a>		Loki Tester	5/24/2024	12/1/2023	Open
<a href="#">RT-02-5852-332</a>	Another, Retest	<a href="#">CL-02-5669-271</a>		Loki Tester	2/22/2021	11/1/2020	Closed
<a href="#">RT-02-6247-902</a>	Cheesecake, Turtle	<a href="#">CL-02-6247-804</a>		Mona Kirchner	9/22/2022	9/19/2022	Closed
<a href="#">RT-02-5881-901</a>	Claim, Tester	<a href="#">CL-02-5843-288</a>			8/11/2021	12/23/2020	Closed
<a href="#">RT-02-6260-628</a>	Codeguy, Stater	<a href="#">CL-02-6260-245</a>		Loki Tester	4/17/2023	3/27/2023	Open
<a href="#">RT-02-6266-413</a>	Cold, Frosty	<a href="#">CL-02-6265-386</a>		Loki Tester	12/4/2023	10/19/2023	Open
<a href="#">RT-02-3883-345</a>	Foster, Carl	<a href="#">CL-02-3880-396</a>		Annette Schumer	9/29/2020	9/22/2020	Closed
<a href="#">RT-02-6258-190</a>	guy, new	<a href="#">CL-02-6257-292</a>			1/20/2023	1/1/2023	Open
<a href="#">RT-02-6245-869</a>	Howe, Susan	<a href="#">CL-02-6245-142</a>			7/14/2022	6/13/2022	Closed
<a href="#">RT-02-6266-407</a>	Jet, UAT	<a href="#">CL-02-6266-146</a>		Loki Tester	12/4/2023	11/1/2023	Open
<a href="#">RT-02-6263-539</a>	MASON, MARTIN	<a href="#">CL-02-6261-191</a>		Loki Tester	8/21/2023	3/6/2023	Closed
<a href="#">RT-02-5715-475</a>	Spinelli, Ashley	<a href="#">CL-02-5715-340</a>		Loki Tester	12/4/2020	2/1/2019	Closed
<a href="#">RT-02-3883-768</a>	Tester, Andy	<a href="#">CL-02-3883-167</a>		Eric Zhu	10/2/2020	2/1/2020	Closed

*After*

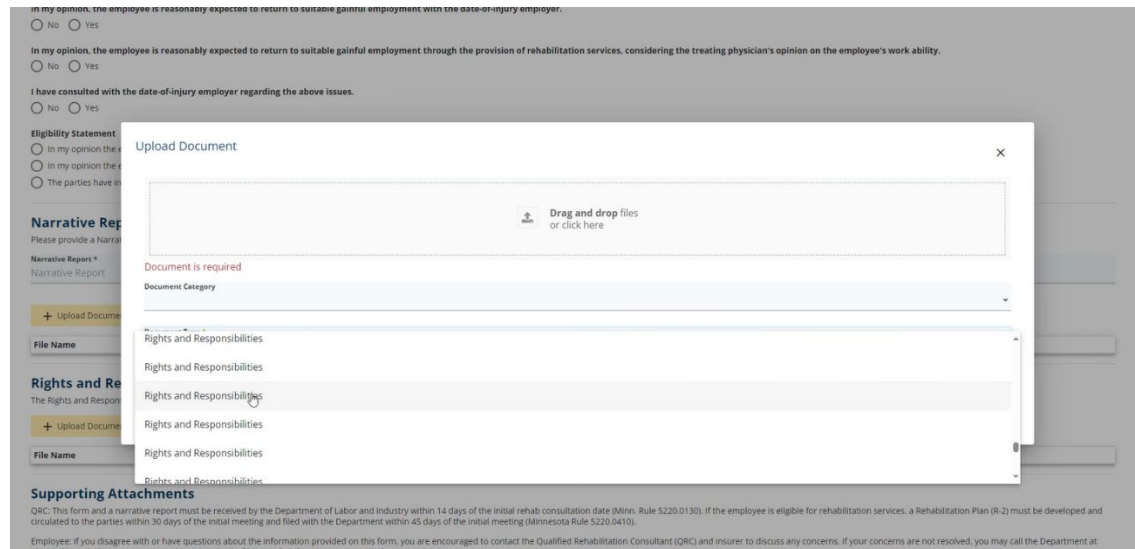
My Queues							
My Claims	My Disputes	My Forms	My Rehab Cases				
Rehab Transaction ID	Employee	Associated Claim ID	Insurer	QRC	Initial Rehab Consultation Date	Date of Injury	Status
<a href="#">RT-02-6272-664</a>				Mike Rehab	5/1/2024		Open
<a href="#">RT-02-6276-807</a>				Mike Rehab	10/2/2024		Open
<a href="#">RT-02-6277-039</a>				Mike Rehab	10/17/2024		Open
<a href="#">RT-02-6275-921</a>	Tester, Chester	<a href="#">CL-02-6262-752</a>		Mike Rehab	8/28/2024	5/1/2022	Open
<a href="#">RT-02-6277-689</a>	Tester, Chester	<a href="#">CL-02-6262-752</a>		Mike Rehab	11/13/2024	5/1/2022	Open
<a href="#">RT-02-6276-803</a>	Tester, Kelly	<a href="#">CL-02-6263-490</a>		Mike Rehab	10/2/2024	5/5/2022	Open
<a href="#">RT-02-6276-811</a>	Tester, Michael	<a href="#">CL-02-6246-331</a>		Mike Rehab	10/2/2024	5/1/2022	Open
<a href="#">RT-02-6278-274</a>	Tester, Randy	<a href="#">CL-02-6275-393</a>		Mike Rehab	12/9/2024	5/1/2024	Open
<a href="#">RT-02-6276-794</a>	Tester, Kim	<a href="#">CL-02-6246-109</a>		Mike Rehab	10/2/2024	5/1/2022	Closed
<a href="#">RT-02-6276-641</a>	Tester, Michael	<a href="#">CL-02-6246-331</a>		Mike Rehab	9/25/2024	5/1/2022	Investigation Needed

# Simplifying Rehab Consultation Report (RCR) Document Upload

 **What we heard:** The dropdown menu for uploading a “Rights and Responsibilities” document has many duplicates and is confusing

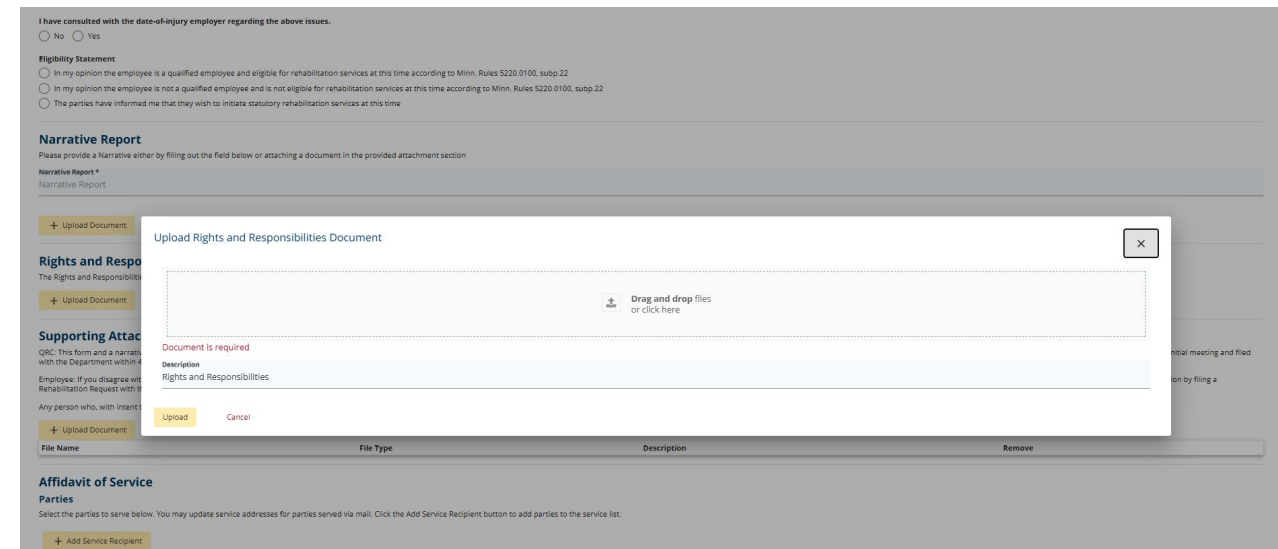
 **What we did:** Simplified the document upload process

*Before*



The screenshot shows a web form with several sections: "Eligibility Statement", "Narrative Report", "Rights and Responsibilities", and "Supporting Attachments". An "Upload Document" modal is open, displaying a "Document Category" dropdown menu. The menu is cluttered with multiple entries for "Rights and Responsibilities", making it difficult to select the correct one. The background form is partially obscured by the modal.



*After*



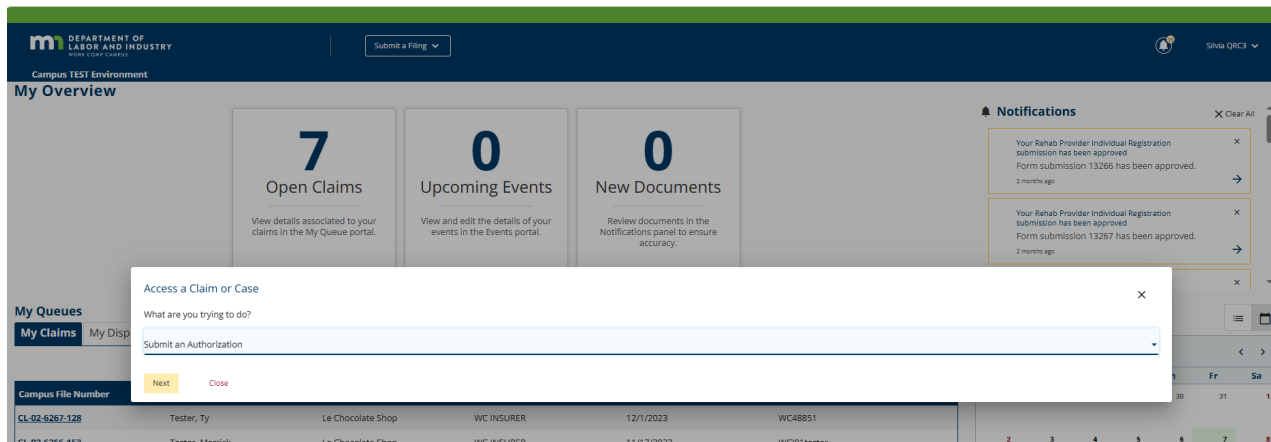
The screenshot shows the same web form, but the "Upload Document" modal is now much simpler. It features a single "Document Category" dropdown menu with only one entry: "Rights and Responsibilities". The modal also includes a "Document is required" message, a "Description" field, and "Upload" and "Cancel" buttons. The background form is more visible, showing sections like "Narrative Report", "Rights and Responsibilities", "Supporting Attachments", and "Affidavit of Service Parties".



# Providing An Easier, Faster Way To Access Change of QRC Form

-  **What we heard:** The current process is cumbersome and requires a workaround of submitting a Claim Access Authorization form as a first step
-  **What we did:** Evaluated prototypes of a new, streamlined process with QRCs

*Before*





The screenshot shows a user interface for the 'DEPARTMENT OF LABOR AND INDUSTRY' in a 'Campus TEST Environment'. The 'My Overview' section features three cards: 'Open Claims' (7), 'Upcoming Events' (0), and 'New Documents' (0). A 'Notifications' panel on the right lists two approved submissions. A modal window titled 'Access a Claim or Case' is open, showing a search bar with 'Submit an Authorization' selected and 'Next' and 'Close' buttons.



The screenshot shows the 'R-Form Details' form, titled 'Submit or Amend an R-Form'. It contains several dropdown menus for 'R-CR Submitted', 'R-2 Submitted', 'Retraining Plan', 'PPR', 'R-3', and 'R8'. 'Next' and 'Cancel' buttons are at the bottom right.

# Automating Change of Employment

-  **What we heard:** The previous process was cumbersome and required manual edits and workarounds
-  **What we did:** Created a new, streamlined, and automated process

# Change of Employment Process Updates

## Change of Employment Form

The screenshot shows a web form titled "Rehab Provider Individual Registration" with a sub-section "Registration Details". The form includes fields for "Register As \*" (set to "QRC"), "Register Type \*" (set to "Change of Em..."), "Applicant Details" (First Name: Silvia, Middle Name, Phone Type, Phone Country: United States, Extension), and "Home Address" (Address 1). A warning modal is overlaid on the form, titled "Warning: Losing Access to Your Transactions". The modal text reads: "Note that once this Change of Employment form is approved by DLI, you will immediately lose access to all employee-related transactions and documents created in Campus during your employment with your current QRC firm. This removal of access cannot be undone. Make sure that any documents required for your retention policy are saved before submitting this form." Below the text is a button labeled "I ACKNOWLEDGE THIS WARNING".



Submission and Approval



Campus automated updates

- 
- Account profile update
  - Campus login setup with new work email address
  - Access removal from previous QRC Firm
  - Access removal from transactions/forms from previous QRC Firm
  - Access granted to new QRC Firm

# Campus Automated Updates

Account Profile updated

**DEPARTMENT OF LABOR AND INDUSTRY**  
WORK COMP CAMPUS

Campus TEST Environment

Dashboard > User Profile

### Your Profile

**About Me**

First Name \* Silvia Middle Name Marie Last Name \* QRC8 Suffix

Date of Birth [input] QRC Number Z350

**My Account**

Email Address \* sctestest333+qrc8@outlook.com Confirm Email Address sctestest333+qrc8@outlook.com

**Contact Information**

Phone Type \* Mobile Phone Country \* United States (+1) Phone Number \* (651) 333-3333 Extension

Address 1 \* 443 Lafayette RD N Address 2

Attention Attention

Outside US

Postal Code \* 55155 City \* Saint Paul County \* Ramsey

State Province \* Minnesota Country \* United States

Save Cancel

Campus login setup with new work email address

**DEPARTMENT OF LABOR AND INDUSTRY**  
WORK COMP CAMPUS

### Sign In

Email \* sctestest333+qrc8@outlook.com

Password \* Password

[Forgot password?](#)

Login Sign Up

Please read our [Terms and Conditions of Use and Privacy Policy](#) to get more information about our system.

Access Removal from all transactions/forms related to previous QRC Firm

**My Queues** *Before*

My Claims My Disputes My Forms My Rehab Cases

Campus File Number	Employee
<a href="#">CL-02-6267-128</a>	Tester, Ty
<a href="#">CL-02-6246-331</a>	Tester, Michael

*After*

My Queues

My Claims My Disputes My Forms My Rehab Cases

Campus File Number	Employee	Employer	Claim Admin	Date of Injury	CACN
No data found					

Access granted to new QRC Firm

**Group Management**  
COMPASS REHABILITATION SERVICES: RP-01-2738-659

Active Members Open Invitations

	Name	Email	User Type
<input type="checkbox"/>	Chandra QRCCofE2	chandravmdll-qrc4@outlook.com	Qualified Rehab Consultant (QRC)
<input type="checkbox"/>	Silvia QRC8	sctestest333+qrc27@outlook.com	Qualified Rehab Consultant (QRC)
<input type="checkbox"/>	Silvia QRC9	sctestest333+qrc19@outlook.com	Qualified Rehab Consultant (QRC)
<input type="checkbox"/>	Silvia QRCINT5	sctestest333+qrcint25@outlook.com	Qualified Rehab Consultant (QRC) Intern

# Partner With Us To Help Improve Campus

## **Join the pool of Campus research volunteers to:**

- Test ideas for new features and functionality
- Get a sneak peek of what we're working on
- Provide feedback to guide improvements
- Help make Campus more user-friendly

# What participating in user research entails

- **Time Commitment:** Conversations or feedback sessions typically last 30-60 minutes; surveys typically take less than 15 minutes to complete.
- **Voluntary:** Participation is always voluntary, and participants can opt out at any point.
- **Informed Consent:** Participants will be fully informed of what to expect so they know what's involved before participating.
- **Communication:** Research opportunities will be communicated via email and will include: the activity and purpose, what participation entails, and next steps.

# Upcoming Research Opportunities

- Extending the timeframe for “draft” forms and getting notified
- Tracking upcoming deadlines in Campus
- Campus Usability Study

# Let's connect

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Silvia Casadey: [silvia.casadey@state.mn.us](mailto:silvia.casadey@state.mn.us)

Sawad Brooks: [sawad.brooks@state.mn.us](mailto:sawad.brooks@state.mn.us)